



**GREYSTONE  
COLLEGE**  
PART OF THE ILSC EDUCATION GROUP

## DIPLOMA

### PROGRAM LENGTH

#### 50 weeks

24 weeks academic study + 24 weeks paid work experience + 2 weeks academic study (post-placement feedback)

### ENTRY REQUIREMENT

- Students who are interested in attending Greystone College must have completed (graduated from) their final year of general schooling or GED, or have mature student status.
- International students must demonstrate a Beginner 4 level of English with Greystone's online written test and interview. The online test is exempt if CLB 4, IELTS 4 or ILSC Beginner 4 is presented.
- If an applicant fails to meet the minimum requirements, they cannot be waived by either the institution or the student.

### 2014 START DATES

Jan 27, Feb 24, Mar 24, Apr 21, May 20, Jun 16, Jul 14, Aug 11, Sep 8, Oct 6, Nov 3, Dec 1

### 2014 FEES

Registration fee: **\$125**  
Material fee: **\$500**  
Tuition: **\$8,190**  
Co-op Service fee: **\$500**

#### OPTIONAL PLACEMENT UPGRADE FEES

Standard Placement fee: **\$300**

All fees are in Canadian dollars.

*The student is responsible for the payment of any government fees related to the application for a work permit and the extension of study permit.*

#### Co-op Service fee includes:

Permit sponsorship, documentation support, interview and job preparation, résumé building, explanation of government reporting procedures, and job search tips.

#### Standard Placement fee (optional):

Co-op Service and up to 2 guaranteed interviews.

# DIPLOMA IN CUSTOMER SERVICE CO-OP

AVAILABLE IN  
VANCOUVER

- Develop a solid foundation in customer service skills and prepare for entry into the hospitality, tourism and travel industries.
- Learn how to effectively build your product and service knowledge in order to provide relevant information to customers
- Programs taught by industry professionals and highly-qualified instructors
- Strengthen your résumé with Canadian work experience

### PROGRAM DESCRIPTION

This program will prepare you for success in workplaces driven by customer relationships, providing a pathway to work in organizations such as restaurants, hotels, motels, clubs, pubs, cafes, coffee shops and retail stores. With this qualification, students will be able to specialize in areas such as accommodation services, food and beverage and retail, or put their diverse skills to support the needs of small businesses. Students will learn effective communication skills, how to manage conflict and handle customer complaints, how to work in a team, and how to build product and service knowledge in order to provide relevant information to customers.

### PROGRAM SCHEDULE

#### ACADEMIC STUDIES

Students will benefit from qualified instructors with years of experience in the industry.

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9:00 AM– 12:00 PM					Class
12:00 PM– 1:00 PM			Lunch		
1:00 PM– 2:30 PM			Class		
2:45 PM– 4:00 PM			Work Placement class—students will attend the Work Placement class for <b>4 weeks</b> , during their fifth month of study in order to prepare for their co-op placement		No class

#### CO-OP WORK PLACEMENT

Greystone co-op coordinators will help prepare you for securing a co-op placement, and for an optional fee, can also offer guaranteed interviews. Co-op placement hours cannot exceed study hours—the program is designed to allow students to work an average of 21 hours per week. Co-op positions vary depending on an employer's needs, and the student's English and professional skills. Your work schedule and wage will be determined by your employer.

#### POST-PLACEMENT ACADEMIC STUDY

Students must return for a 2 week course after completion of the co-op placement.

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9:00 AM– 12:00 PM					Class
12:00 PM– 1:00 PM			Lunch		
1:00 PM– 2:30 PM			Class		No class



PCTIA

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## DIPLOMA IN CUSTOMER SERVICE CO-OP COURSES

	COURSE NAME	LENGTH	DESCRIPTION
CORE PROGRAM COURSES	<b>Workplace Communication</b>	<b>4 weeks</b>	In this workplace-centered course, students will develop communication skills for the workplace. Key workplace communication skills include gathering, conveying, and receiving information together with completing routine written correspondence.
	<b>Working Effectively with Others</b>	<b>4 weeks</b>	In this course, students will develop teamwork skills for the workplace. The course covers topics like working in a group environment, promoting team commitment and cooperation, supporting team members and dealing effectively with issues, problems and conflict.
	<b>Basic IT Skills—Produce Word Processed Documents</b>	<b>2 weeks</b>	In this course, students will learn how to correctly operate word processing applications to produce workplace documents.
	<b>Basic IT Skills—Create and Use Spreadsheets</b>	<b>2 weeks</b>	In this course, students will learn how to correctly create and use spreadsheets and charts using industry-standard spreadsheet software.
	<b>Hospitality, Tourism &amp; Travel Industry Information</b>	<b>4 weeks</b>	In this course, students will gain the knowledge required to source and use current and emerging information on the hospitality, tourism and travel industry. Students will develop researcher skills in order to stay current on industry structure and technology issues. Personnel integrate this essential knowledge on a daily basis to work effectively in the industry.
	<b>Providing Information and Assistance</b>	<b>4 weeks</b>	In this course, students will gain the knowledge required to provide customers with information and assistance on facilities, products and services. They will learn how to identify customer needs and how to build their knowledge base in order to provide relevant and helpful information.
	<b>Customer Interaction</b>	<b>4 weeks</b>	In this course, students will gain the knowledge required to deliver a fundamental customer service to both internal and external customers. Good customer service requires the ability to greet and serve customers and to respond effectively to customer service enquiries including routine customer problems.
CO-OP PREPARATION	<b>Work Placement Skills</b>	<b>4 weeks</b>	In this course, students will prepare for the Canadian workplace. This course is very useful to students registered in a co-op program. It rapidly prepares students to apply for jobs and ensures their résumés and cover letters are to the business standard. Additionally, it helps students through the process of applying for a tax file number (SIN).
POST CO-OP FOLLOW UP	<b>The Next Step</b>	<b>2 weeks</b>	This course follows up with students after their work placement. It provides the student with a new perspective of their goals and achievements and prepares them to take the next step when they leave the program.

### CO-OP POSITIONS COULD INCLUDE THE FOLLOWING

- Food and Beverage Attendant
- Front Desk Receptionist
- Function Attendant
- Function Host
- Restaurant Host/Hostess
- Server/Banquet Server
- Sales Clerk/Customer Service Attendant